

Army Benefits Center-Civilian (ABC-C)

1-877-276-9287

Telephone Menu

Welcome to the ABC-C, Army Benefits Center-Civilian! For fast and easy transactions, visit our web site at **www.abc.army.mil**.

For information on our Customer Service Survey, press **1**

To access the Benefits and Entitlements Services System, press **2**

For current Army serviced employees, press **1**. If you are a retired Army serviced employee or if you are the survivor of an employee who retired from Army civilian service, press **2**. If you are seeking temporary continuation of coverage under the FEHB, press **3**.

You will use your social security number and PIN (month and 2 digit year of your birth) to access your records. When you make a benefits and entitlements transaction through the automated system, your PIN, in connection with your social security number, will have the same effect as your signature.

Please enter your social security number.

Please enter your six-digit PIN

To **change your PIN**, press **1**; to continue, press **2**.

Current duty phone number on file for you is _____. If this is correct, press **1**, otherwise press **2**.

For **Federal Employees' Health Benefits**, press **1**: (To conduct FEHB business transactions, you will need the enrollment code of the health plan of your choice, each family member's social security number and date of birth, and the name of the group health insurance and policy holder if you or an eligible family member have other group health insurance.)

For general FEHB information, press **1**

For personal FEHB information, press **2**

For New Employee coverage, press **3**

To change from self and family to self only without changing your health plan, press **4**

To make an open season change or election, press **5**

To cancel your enrollment in FEHB, press **6**

To make a non-open season change or election, press **7**

To obtain a faxed copy of your most recent SF 2809, press **8**

To transfer to a Benefits Counselor, press **0**

· To return to the previous menu, press **9**

For **Retirement**, press **2**: (The annuity estimates are for planning purposes only and do not represent the final computation which OPM will give you.)

- For general retirement information, press **1**
- For personal retirement information, press **2**

(You may obtain the date you are first eligible to retire for a voluntary retirement in the personal information area.)

- For retirement estimate, press **3**
 - For a pre-calculated voluntary retirement estimate, press **1**
 - For a real time/on line estimate, press **2**
 - For a TSP monthly annuity estimate, press **3**
- To transfer to a Benefits Counselor, press **0**
- To return to the previous menu, press **9**

For **Thrift Savings Plan**, press **3**:

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For personal program information, press **1**

For current contributions, press **1**

For projected contributions, press **2**

- To enroll or change your TSP during open season, press **2**
- To make a new employee election, press **3**
 - To stop your contributions to the TSP, press **4**
- To transfer to a Benefits Counselor, press **0**
- To return to the previous menu, press **9**

For **Federal Employees' Group Life Insurance**, press **4**:

- For general Federal Employees' Group Life Insurance information, press **1**
- For personal program information, press **2**
- For New employee coverage, press **3**
- To make a non-open season election, change or termination, press **4**
- To make an open season election or change, press **5**
- To transfer to a Benefits Counselor, press **0**
- To return to the previous menu, press **9**

For **Benefits News**, press **5**:

To request a **Faxed Document**, press **6**:

To **Exit** the system, press **9**: